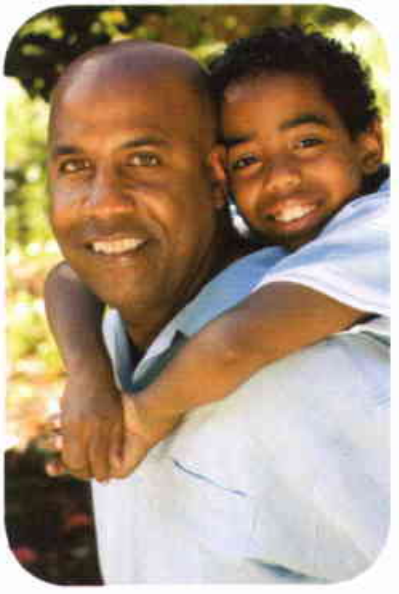
Annual Report 2011-2012

CROSS ROADS CARE
Cambridgeshire



carerstrust
a Network Partner

A Carer is...

A carer is someone of any age who provides unpaid support to family or friends whose health or well being could suffer without this help.

This could be caring for a relative, partner, child or friend who is ill, frail, disabled or has mental health or substance misuse problems.

Our vision

Crossroads Care Cambridgeshire wants a world where the role and contribution of unpaid carers and young carers is recognised and they have access to the quality support and services they need to live their own lives.

Our mission

Crossroads Care Cambridgeshire:

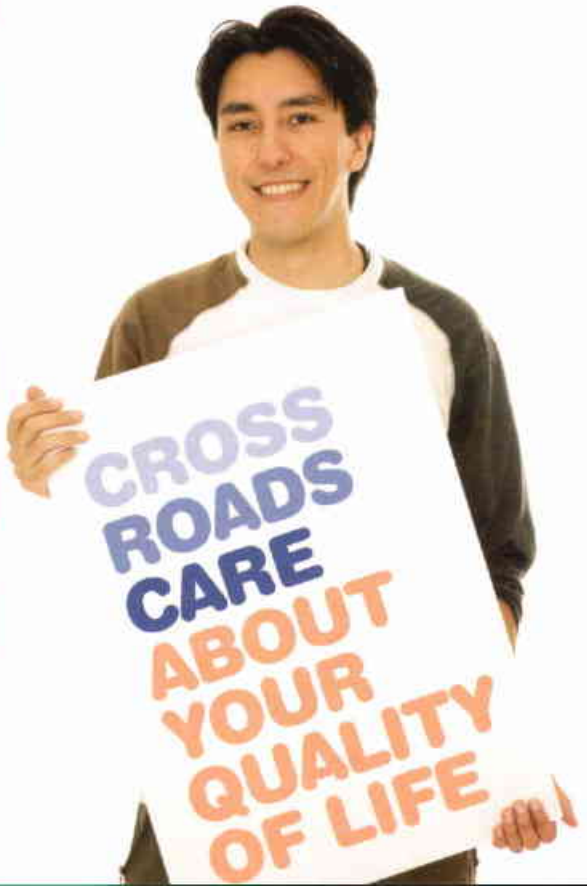
Provides services that respond to the needs of carers, young carers and the people they support, offering them peace of mind and understanding

Works with them and other stakeholders to influence service innovation and growth.

CROSS ROADS CARE
Cambridgeshire

Contents

Chairman's Introduction	4
Chief Executive's Report	5
The Crossroads to Carers Trust Story	6
Achievements and Performance	7
User Satisfaction	7
What we do	8-9
Championing Carers through Crossroads Care	10
Future Plans	11
Quality Policy Statement	12
Board of Trustees	12
Thank you for Supporting Us	13
Summary Financial Statement	14



Chair's Introduction

It gives me great pleasure to write this introduction.

I have been involved with the Crossroads Care since1985 and feel this has been the most exciting, busy, innovative and expansive year ever in a challenging NHS/Social Care world - and was the foundation for April/May/June 2012, when we have achieved excellent CQC reports, won Charity of the Year for Effectiveness, formed Axiom Crossroads Care and met the Minister of State for Care Services in the St Ives office during Carers Week 2012.

The Board has been extremely supportive in helping to achieve all that has happened . Two directors, Jean Swanson (Company Secretary) and Keith Knight, have resigned during the year, both of whom have given excellent service to Crossroads over many years. I would like to thank both of them on behalf of everyone for all that they have done for the organisation and Carers None of this would have happened without the leadership, dedication and hard work of our CEO Dr Helen Brown, ably supported by the Senior Management Team and all the staff. We are all working for Carers and I hope that with the development of The Carers Trust we shall be able to achieve more for everyone.

Margaret

Margaret Pearce Higgins, Chair of Trustees
August 2012

Charity Awards 2012

In March 2012, we made our first application to The Charity Awards, sponsored by Civil Society, The Times, NatWest and BT.

We rank as a Large Charity now based on turnover, so we knew the competition would be intense; but felt that our experience of working in partnership to help develop the Carer Services Prescription service with NHS Cambridgeshire and the resulting provision of the service through all GP practices met the criteria. We also thought that we could prove we met the 8 Hallmarks of Excellence they were looking for in an innovative charity.

In April 2012 we were informed that we had been shortlisted in the Healthcare and Medical Research category from hundreds of applicants - fantastic!

On 14 June Helen Brown, Emma Pearson (Business Development Manager), Margaret Pearce Higgins and carers Joan Bennett and Christine Walker, attended the prestigious Charity Awards Dinner at Grosvenor House Hotel, hosted by John Inverdale.

We were delighted to be awarded the "Effectiveness Award" selected from all 34 of the shortlisted candidates and were Highly Commended in our individual section. The overall winners were The HALO Trust and the CEO of The National Trust.

Chief Executive's Report

There can be no doubt that 2011-2012 was a strategically important one for carers and our organisation. The 2008 national carers strategy was refreshed and continued to underline the importance of valuing and supporting carers. We helped contribute to the renewed multiagency 2012-2016 adult carers strategies in Cambridgeshire and Peterborough and to Cambridgeshire Young Carers Strategy.

Our parent organisation, Crossroads Association merged with The Princess Royal Trust for Carers on 1st April this year to form Carers Trust, with the Princess Royal as President. They shared their new vision and strategy for supporting carers. As a Network Partner, we look forward to being part of a major national charity and a force for change for carers and people with care needs.

Alongside these, we consulted widely about our 2012-2016 strategy and plans for the next few years. We believe we have a prominent role to play in both providing a range of quality, cost-effective services and breaks ***and*** influencing services and service development, to give choice and control and enable independence for all.

We had major successes in both of these aims in 2011-2012, as you'll see in this report. We helped more carers and more people with care needs receive more breaks and alternative forms of support than ever before. Overall, we provided 48,200 breaks and 113, 000 hours of support. However, it is the better outcomes we help achieve that spurs us on.

This was only possible with the extraordinary team that we have and the participation and feedback from people whose lives are affected by care and caring. I'm immensely proud to work with them all. Because there are so many stories about going the extra mile for carers, we have introduced our own Carer of the Year awards in 2012 and a staff newsletter to help share them and good practice regularly. It's wonderful that people take the time to write or call or email and tell us when we've made a difference - or where we could improve.

2011-2012 was a developmental year for us in many ways. We developed and extended offers for carers, leading to the exciting events of the first 3 months of this year - see opposite. We needed to reorganise following our merger and desire to offer more flexibility. We chose to be a regional Carers Trust Network Partner in our own right (as West Anglia Crossroads) and not to join some Suffolk, Norfolk and Uttlesford schemes in forming Crossroads Care East Anglia. We had our first try at bidding for services within our extended area of benefit (Bedfordshire). We also introduced technology such as electronic call monitoring and Smartphones for our staff - to improve communications, responsiveness and their safety, all of which help improve services for carers and people they care for.

We believe that such investment is necessary in order to grow and prosper in the difficult financial climate and we will continue this in 2012-2013. We are really grateful for the individual donations and grants we receive and every one helps someone to benefit from a Crossroads Care service.

I'll close by thanking all of our supporters and we really appreciate your recommendation of our services to your friends, family and colleagues and more widely. It really matters to us!

Helen -

Helen Brown, Chief Executive
August 2012

CROSS ROADS CARE ABOUT RELIEVING CARER STRESS

The Crossroads to Carers Trust Story

Carers often reach a turning point, a "crossroads", where they need information, advice or practical support. But that's not how we got out name!

There was a TV soap opera about a motel in 1973. A key character was a young man paralysed after a road accident and his mum was his carer. ATV, the programme makers, donated £10,000 to support carers in Rugby in a practical way in order to relieve the stresses many carer experience.... and so the national network of independent Crossroads charities began.

From 1 April 2012, Crossroads and the Princes Royal Trust for Carers merged to become Carers Trust, the leading organisation for carers. The Princes Royal remains as the President.

Crossroads Care Cambridgeshire is a Network Partner of Carers Trust, one of 76 Crossroads charities and 144 Carers Centres, that form The Network.

2011-12 was the first year as the unified Crossroads Care organisation in Cambridgeshire, following our merger with Crossroads Care Cambridge City on 1st April 2011. We were able to deliver more hours of support for carers of all ages - 112,000 - than ever before. We offered more carers breaks - 48,200 - with more flexibility than ever before too. More carers received support from us: about 1,900 through accessing information, advocacy, a social group or a carers break, including 845 through our providing care for people with many conditions, in their own home. Adding in carers registered with us on Cambridgeshire County Council's carers emergency (ICER) scheme, who gained confidence and felt respected in their caring role in case they have an emergency, we supported over 3,800 carers and 3,300 people with care needs.

"The service you provide is very much appreciated, for as a carer a break during the week is very welcome indeed."

Our Strategy

Our strategy is to provide three main benefits to the public:

Care: providing high quality care for people with care needs, whilst offering double value through giving a break to unpaid, informal, family carers. This is traditionally our core area of activity and we have added more flexibility for short notice breaks, crisis support and emergency cover.

Support: providing a range support directly for carers themselves in order to help maintain their health and wellbeing. Full time carers are twice as likely to suffer from poor heath themselves as a non carer. Supporting carers through information, advocacy, peer support groups, training and short breaks at an early stage, before their situation becomes critical, is crucial and might prevent the need for emergency intervention or long term problems. Research shows that people supported in this way can continue to live independently at home for longer.

Choice: empowering carers to be able to make choices. This area will become more important as the introduction of Self Directed Support will increase the opportunity for choice for carers.

There's more about our 2012-16 strategy on our website.

CROSS ROADS CARE FOR CARERS AND THE PEOPLE THEY SUPPORT

Achievements and Performance

In 2011-12, our stated objectives were to:

1. Achieve quality outcomes evidencing carers are at the centre of everything we do. Maintain quality with all audits passed, including IiP; attain accreditation as IPS and remain an exemplar employer, through recruiting, retaining and valuing staff.

   We did maintain quality and retained IiP and Information Standard accreditation through inspections. We recruited many new staff, but had more turnover than usual.

2. Increase charity awareness, charitable services and user participation. Utilise PR and use IT and technology including website and social media more extensively, to raise awareness, improve reach, aid marketing and impact on services.

   We did achieve these aims, particularly user participation, with high numbers of people contributing to our annual survey (around 400) and evaluations and 72% saying that our service improved because of input from them.

3. Grow income and diversify funding streams by expanding our area of benefit, growing numbers and types of purchased care breaks and introducing new services. In particular, merge with Crossroads Care Cambridge City and support young carers in Fenland.

   We did grow income and diversify our funding streams. We merged with Cambridge City and started a Crossroads Young Carers Fenland project. However, we were unsuccessful in expanding our area of benefit to Bedfordshire.

4. Contribute to 2012-15 Carers Strategies locally, align our 2012-16 strategy and promote carers issues and interests in the region, to help improve the lives of adult carers, parent carers and young carers and those they care for.

   We did achieve these aims.

User Satisfaction

- Over 400 people (229 carers and 175 people with care needs) replied.
- 86% rated us good or excellent overall.
- 98% of carers and cared for felt treated with dignity and respect.
- 91% said that the service met their personal preferences.
- Quotes from carers are included in this report.

What we do

Carer's Breaks

We are specialists in supporting carers to maintain their own health and well being and through this, remain able to care well for someone close to them.

We understand how difficult it can be to take the first steps towards having someone outside the family involved, sometimes with intimate tasks. We feel privileged to be their trusted partner of choice.

In the year to 31 March 2012, we provided 48,112 individual carer breaks and supported over 3,700 carers and 3,300 people with care needs with a service. The feedback from our user survey was once again extremely positive: 98% of carers and cared for felt treated with dignity and respect, 91% said that the service met their personal preferences and 86% rated us good or excellent overall. 40% of people used us so that they could keep appointments and nearly a third enjoyed the option of social trips out – probably contributing towards 80% feeling less isolated. 85% of carers felt less stressed and a similar number (84%) felt their health and wellbeing was maintained as a result of receiving a Crossroads Care service. Nearly half said we had helped them receive help from other organisations.

In detail, we provided over 112,000 hours of support for carers through our range of services. Most (75,100 hours) was 1:1 care based at client's homes through our care in the home, ICER and GP Carers Prescription services. We provided over 28,000 hours of care and breaks through young carers groups, children and young people's clubs and adult day care groups in Fenland and Fulbourn.

Home Share - a home from home!

We extended our Home Share service to support people with dementia in a home setting, thereby giving their carers an extended break, and prepared a toolkit of best practise for other Crossroads Care schemes in future. This has been funded by a 2 year Dementia Centre of Excellence grant by the National Gardens Scheme through Crossroads Association/Carers Trust.

Children and Young People

In the year to 31 March 2012 we supported 168 children and young people with caring responsibilities in Huntingdonshire and Fenland. We provided around 5,500 hours of group and one to one support and activities for young carers and supported them to have a voice, particularly via Cambridgeshire's Carers Partnership Board.

Cambridgeshire County Council funded us to support the most vulnerable young carers, but we remain committed to helping many more achieve their life chances. We supported 64 young carers through our contract and raised charitable funding to help a further 104 young people.

With Children in Need funding, generous support from Huntingdon Freemen's Trust and other donations, we took some young carers on a residential to Mepal Outdoor Centre, others on visits to Duxford Imperial War Museum, Wicksteed Park and Grafham Water, as well as providing craft workshops (photography, ceramics, leaflet design) and life skills. A group of young adult carers enjoyed a life changing residential week to Rasaay in Scotland and this was the first time one young adult had been on a beach. Other young carers joined young carers from around the country at the Young Carers Festival. This was the first time one young carer had stayed away from home.

"Continuity is very important to the person I care for. Having the same person come here from Crossroads every time is invaluable."

We also continued to run regular group meetings for Young Carers in most secondary schools in Huntingdonshire during/after school, primarily through charitable funding. We worked with young people and schools to improve recognition and support for young carers and to reduce bullying. Some schools funded trips and activities for their pupils. Overall we provided almost 3,200 breaks for young carers.

Carers Groups

We also provided Carer Support Groups across Cambridgeshire, attended by 343 carers. We have seen good examples of carers in both services providing peer support and forming friendships. All have been offered the chance to have carers' assessments and made aware of other services and support.

There is no Crossroads Scheme in Bedfordshire, and in the summer of 2011 Bedfordshire put its carers service out to tender and we were encouraged to apply. Although we came second in that tender, the process was useful as there were points we could apply to the changing landscape of carers services in Cambridgeshire. However, it was a significant investment of resources and reserves.

CROSS ROADS CARE FOR YOUR PEACE OF MIND

Championing Carers through Crossroads Care

We helped raise the profile of carers and promoted carers interests nationally, regionally and locally, through representation in forums, on committees / boards and through presentations and published articles.

- Locally, we worked with Cambridgeshire County Council and NHS Cambridgeshire to help improve carers services in Cambridgeshire. One of the highlights of 2011 was the visit here of the national Standing Commission on Carers, because they'd "heard good things" about Cambridgeshire. They were particularly impressed in talking to our young carers. It was really gratifying to see services in Cambridgeshire included in their national Best Practice report.
- We engaged with many health, social care and voluntary organisations on behalf of carers.
- Regionally, we gave a presentation about the GP Carer Services Prescription Service to the Eastern Region Carers Leads Network.
- We also provided carers case studies, information and examples for the regional good practice guide for commissioners of carers services.
- We were a member of NHS East of England's Patient & Carer Experience Programme Board.
- Nationally, we shared learning with other selected areas at the Standing Commission on Carers Thematic Day in London.

"It enables me to get out for a couple of hours and meet friends for coffee."

- Our carers case studies helped influence government policy and were used by Ministers and in reports.
- We provided evidence and information to the Department of Health's Carers Lead, to contribute to the 2012 Law Commission report.
- Our work Involving GPs in better support for carers and case study was featured in a national report. (*Age of Opportunity, Transforming the Lives of Older People in Poverty, (2011) Centre for Civil Justice).**
- We arranged for 2 Cambridgeshire carers and their partners to attend an event at No.10 Downing Street and meet David and Samantha Cameron.

Dr Grant and Linda Smith, from Yaxley Surgery, with 2 carers

Cambridgeshire carers R Cross and T Kingman meet David Cameron

Future Plans

We want to strengthen our role as carers' specialists and care providers in the region and to expand the range of support and services available to a larger number of carers. We have a 5 point plan for the future:

1. **CRCC The People Carers Turn To** - create and develop an organisational identity which is for, with and about carers. We will raise the profile of carers, young carers and their caring roles and grow our profile and reputation in the region as a leading partner, provider and carers' specialist.

2. **Double Value CARE and a carer break** - grow and expand our CARE service options and produce positive outcomes for carers and cared-for of all ages, enabling them to remain independent. We will exceed the service level specified by Carers Trust and provide an extensive range of care solutions, including home based practical support services for people with simple - complex needs, emergency support and flexible breaks for carers.

3. **Direct support to carers and young carers** - increase the range of preventative and early intervention services providing (non-care) support for carers of all ages, such as Carers Assessments, carers groups, peer support, information, advocacy, volunteering and training for carers.

4. **Choice** - we want every carer and young carer to have choice and control. We will offer more services for Self Directed Support (SDS) users, establish our Joint Venture care charity Axiom Crossroads Care as a leading provider of care solutions and engage in more in partnerships with other statutory and Third Sector partners.

Dame Philippa Russell at the launch of Axiom Crossroads Care

5. **Charity** - Provide a public benefit through improving the lives of carers, young carers and people with care needs; and offer services, ideally free, to help and support carers and young carers outside statutory eligibility criteria.

We will be increasing our fundraising to offer more activities for children with disabilities.

Volunteers will have a much greater role to play in our future plans, helping integrate carers and support within communities.

CROSS ROADS CARE ARE THE PEOPLE CARERS TURN TO

"As I have several disabilities I would not be able to live without the help of my wife. Her sudden admission into hospital was a shock, but thanks to Crossroads Care who supported and helped me at this difficult time. The ladies of yours were excellent and helped me until my family were able to support me. Thank you."

Quality Policy Statement

Providing high quality services is one of our key aims. We are a fully compliant Care Quality Commission (CQC) registered care provider. We are accredited as GOOD by OFSTED and audited by Cambridgeshire County Council Home and Community Support Services, Children and Young Peoples services and the contracting departments of commissioning organisations.

As a Network Partner of Carers Trust, we are audited under their CROQUET quality assurance (PQASSO based) scheme. This covers not only the provision of care but the management of the organisation. Crossroads Care Cambridgeshire is rated as a (top) Level 3 organisation.

In 2011 we attained the Department of Health sponsored Information Standard (IS) for Health and Social Care and attended an Awards Presentation. We were delighted to retain the Information Standard in February 2012, following an audit. Providing information is an increasingly important part of our role in supporting carers – carers regularly say that information is very important for them.

In October 2011, we retained Investors in People (IiP) accreditation for the whole, larger organisation which included Cambridge City.

Information about Quality Assurance is available on our website.

Who we are

We had 146 employees at the end of the year, many working part time. This was equivalent to 96 full time people.

Carer Support Workers. Teams of 92 Carer Support Workers are supervised by Team Leaders working in the three defined localities: Cambridge City & South Cambridgeshire; Huntingdonshire & Peterborough and East Cambridgeshire & Fenland.

Youth and Session Workers work with Young Carers and at clubs for children with disabilities, usually at weekends, after school and in school holidays.

Management and Office Support are based in St Ives or Cambridge City offices.

Volunteers 15 volunteers helped us in 2011-12.

Crossroads Care Cambridgeshire Board of Trustees

Margaret Pearce Higgins - Chair
Ann Braithwaite - Company Secretary
Linda Collumbell
Helen Kingsley
Peter Menczer
Maryan Pye
Richard van der Hart
Patricia Lynch - Treasurer (employee Finance Manager)

We would like to thank Jean Swanson who left the Board in early 2012 to pursue her interests in Addenbrooke's Hospital as a partnership Governor and also as a Cambridge City Councillor, and Keith Knight who stood down in May 2012.

Quality Training

All of our staff receive extensive training to enable them to carry out their roles as efficiently as possible.

All staff attend Mandatory training as well as any necessary supplementary training. All Carer Support Workers are supported to complete NVQ 2 in Health and Social Care.

Management staff are supported to undertake diplomas and degrees in Health and Social Care as well as other professional qualifications to provide the expertise required to run an effective business. NVQ Level 3, certificates and diplomas in Health and Social Care are also open to those Carer Support Workers who express the ambition to develop their careers.

Our Website and social media

Our website is always changing so please make sure you use it to see what's new.

Thank you for Supporting Us

We're grateful for donations from a range of organisations, events and individuals and every pound helps! Thank you to:

Alice Adey	Black Teknigas & Electro Controls	Buckden Churches Together Com-
Cambridgeshire Community Foundation	**Cambridgeshire County Council**	**Charles Hicks Centre**
Children in Need	Delta Consultants	DHL National
Earl Spencer Court Tenants	**Fenstanton Morris Dancers**	**Fireworks in Hemingford**
Hemingford Fireworks	HMP Whitemoor	Huntingdon Freemen's Trust
In memory of...	**Macmillan Cancer Support**	**National Gardens Scheme**
Peterborough PCT	Rotary Club	Rotary Club of St Neots St Mary
ShareGift	**South Cambs District Council**	**Spaldwick Social Group**
Spaldwick Women's AGM	St Neots Learning Partnership	St Neots Town Council
Stewardship.org	**The Foundation of Hinchingbrooke School**	**The Penfold Trust**
Three Peaks Challenge - May 2011	Tuesday Fellowship @ Emmanuel	Wisbech and Walsoken Sick Poor
Wisbech Lions Club	**Women's Institute Sutton**	

Mr J R. Ayres	Ms H Barnes	J Bazarra	Mrs A Bell
Mr & Mrs Bellamy	**Clarke**	**L M Cook**	**Mr & Mrs Crick**
Mrs Cullingworth	Mrs S Garbett	Mr & Mrs Garbett	Mr & Mrs George
Ms A Haigh	**Mr B Harrowell**	**Mr D Hodges**	**Mr Hopman & Ms Quien**
Mr & Mrs Hutt	Ms Jennings	Mr & Mrs J Joyce	Mr P King
Ms J A Laws	**Mulligan**	**Mrs F Murton**	**Mr & Mrs Northrop**
Mrs A Owen	Mrs C Payne	Mr E Phillips	Mrs J Pitman
Mr E Phillips	**Mr & Mrs Pratt**	**Mr P Prowse**	**Mr M Shaftoe**
Ms Smithee	Mr H Stott	Mr & Mrs Swanson	Mr M Thomas
Tuppen	**Mrs R Turner**	**Mrs Tutt**	**Mr R Van-Gelder**
Mr V Van-Gelder	**Mr & Mrs Waixel**	Miss J Waller	Mrs C Ward
Mrs E Wayland	**Mrs L Wells**	**Mr Woodcock**	

Crossroads Care Cambridgeshire

Statement of Financial Activities (incorporating the income and expenditure account)

Year ended 31 March 2012

	2012			2011		
INCOMING RESOURCES	Unrestricted funds	Restricted funds	**Total funds**	Total funds	*West Anglia*	*Cambridge City*
	£	£	£	£	£	£
Incoming resources from generated funds:						
Donations	14,664	12,764	**27,428**	58,479	*48,074*	*10,405*
Fundraising	3,947	276	**4,223**	591	*591*	-
Investment income	6,877	-	**6,877**	9,136	*6,794*	*2,342*
Incoming resources from charitable activities:						
Grants receivable	715,750	41,819	**757,569**	814,733	*680,867*	*133,866*
Care fees and contracts	1,413,317	-	**1,413,317**	1,508,814	*1,154,663*	*354,151*
Other income	19,137	1,450	**20,587**	62,822	*30,737*	*32,085*
TOTAL INCOMING RESOURCES	2,173,692	56,309	**2,230,001**	2,454,575	*1,921,726*	*532,849*
RESOURCES EXPENDED						
Costs of generating funds	1,810	-	**1,810**	-	-	
Charitable activities	2,258,596	79,628	**2,338,224**	2,420,550	*1,794,712*	*625,838*
Governance costs	30,284	785	**31,069**	39,858	*35,005*	*4,853*
Other resources expended	-	-	**-**	-	-	-
TOTAL RESOURCES EXPENDED	2,290,690	80,413	**2,371,103**	2,460,408	*1,829,717*	*630,691*
NET (OUTGOING)/INCOMING RESOURCES	-116,998	-24,104	**-141,102**	-5,833	*92,009*	*-97,842*
RESERVES BROUGHT FORWARD	494,570	87,880	**582,450**	838,492	*490,441*	*348,051*
Reserves transferred from Crossroads (Cambridge City) on merger	242,538	-	**242,538**	-	-	-
				832,659	*582,450*	*250,209*
Crossroads (Cambridge City)'s post trading expenditure				-7,671	-	*-7,671*
RESERVES CARRIED FORWARD	620,110	63,776	**683,886**	824,988	*582,450*	*242,538*

STATEMENT OF TOTAL RECOGNISED GAINS AND LOSSES

There were no recognised gains or losses for 2012 or 2011 other than those included in the Statement of Financial Activities. All incoming and outgoing resources derive from continuing activities.

Crossroads Care Cambridgeshire

Balance Sheet

Accounts Audited by Prentis & Co LLP. Full Accounts are available from our office.

Year ended 31 March 2012

	2012			2011		
	General	Restricted	**Total**	Total	*W. Anglia*	*City*
	£	£	**£**	£	£	£
FIXED ASSETS						
Tangible assets	-	34,095	**34,095**	25,068	*20,021*	*5,047*
Investment in Joint Venture	2,232	-	**2,232**	-	-	-
	2,232	34,095	**36,327**	25,068	*20,021*	*5,047*
CURRENT ASSETS						
Debtors	299,288	-	**299,288**	194,599	*156,018*	*38,581*
Cash at bank and in hand	794,401	34,879	**829,280**	1,219,599	*874,193*	*345,406*
	1,093,689	34,879	**1,128,568**	1,414,198	*1,030,211*	*383,987*
CREDITORS: amounts falling due within one year	475,811	5,198	**481,009**	597,482	*467,782*	*129,700*
NET CURRENT ASSETS	617,878	29,681	**647,559**	816,716	*562,429*	*254,287*
TOTAL ASSETS LESS CURRENT LIABILITIES	620,110	63,776	**683,886**	841,784	*582,450*	*259,334*
PROVISIONS FOR LIABILITIES	-	-	-	9,125	-	*9,125*
NET ASSETS	£620,110	£63,776	**£683,886**	£832,659	*£582,450*	*£250,209*
RESERVES						
Unrestricted funds						
Designated	5,620	-	**5,620**	10,000	*10,000*	-
Undesignated	614,490	-	**614,490**	734,779	*484,570*	*250,209*
	620,110	-	**620,110**	744,779	*494,570*	*250,209*
Restricted funds	-	63,776	**63,776**	87,880	*87,880*	-
ACCUMULATED RESERVES	£620,110	£63,776	**£683,886**	£832,659	*£582,450*	*£250,209*

... the people carers turn to

Telephone

0845 241 0954 or 01480 499090

Email

care@crossroadscarecambridgeshire.org.uk

Website

www.crossroadscarecambridgeshire.org.uk

Office Hours

Monday-Thursday 9.00am-5pm

Friday 9.00am-4.30pm

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Cambridgeshire
PE27 4LG

THE CHARITY AWARDS 2012 WINNER

The Information Standard
Certified member
This organisation has been certified as a producer of reliable health and social care information.
www.theinformationstandard.org

Registered Charity No. 1091522
A company limited by guarantee
Registered in England No. 4379948
Registered Office: 4 The Meadow, Meadow Lane,
St Ives, Cambridgeshire, PE27 4LG
The Crossroads Care trade mark is a collective mark.

CROSS ROADS CARE Cambridgeshire